

# **CITY OF TUALATIN**

## **Classification Description**

**Job Title:** Program Coordinator  
**Department:** Various  
**Reports To:** Department Director or Designee  
**FLSA Status:** Non Exempt

**SUMMARY:** Implements, develops and coordinates special projects and programs which have a broad impact and are designed to meet specific needs of the community or City. Coordinates projects with City staff, the public, and/or outside agencies. Provides information to the public and acts as liaison.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

Exercises independent judgment and initiative and applies considerable knowledge of organizational programs and procedures in meeting a wide variety of work problems involving continual public, intergovernmental and interdepartmental relations.

Serves as City/Community liaison; responds to issues raised by members of the public, coordinating responses with other staff or outside agencies as appropriate. Provides information, explains processes, and gives advice; makes recommendations for resolution.

Prepares grant applications and manages use of grant funds.

Administers various franchises.

Conducts research, procedural and administrative studies and prepares reports containing proposed or recommended solutions or courses of action.

Develops and manages programs. Presents information and recommendations. Creates, tracks, and/or maintains program or project records or files in an efficient and functional manner.

Composes articles, news releases, correspondence, reports, ordinances, resolutions and other informational material as assigned. Independently assesses and prioritizes daily workload.

Provides public information for the City; develops working relationships with the media; issues press releases and official statements; coordinates and edits the City newsletters or articles; designs displays, visual arts and web page information.

Administers and monitors program/project budgets and assists supervisor with preparation and monitoring of department budget.

Assists supervisor and members of the City management staff in monitoring internal and external issues; serves as a member of the City's management staff.

Advises departmental personnel on new programs, procedures and policies.

Represents the City at various local, regional and statewide meetings, serves on committees; makes presentations to staff, Council, commissions, boards, civic groups and the public.

Drives to city facilities, vendors, training programs, and meetings as necessary.

## **SUPERVISORY RESPONSIBILITIES**

Supervision is not a normal responsibility of this position. May exercise some limited supervision in special instances.

**COMPETENCIES:** To perform the job successfully, an individual should demonstrate the following competencies:

**Adaptability** - Adapts to changes in the work environment; Manages competing demands; Able to deal with frequent change or unexpected events; Changes approach or method to best fit the situation.

**Analytical** - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

**Attendance & Punctuality** – Consistently at work and on time; Arrives at meetings and appointments on time.

**Change Management** - Develops workable implementation plans; Communicates change effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

**Cost Consciousness** - Works within the approved budget; Conserves organizational resources; Develops and implements cost saving measures.

**Crisis Management** – Able to maintain calm in non-standard situations; Recognizes what is most suitable in a given situation; Exhibits decisiveness and responsibility; Knows when to consult and involve others.

**Customer Service** - Manages difficult or emotional customer situations; Understands and applies the principles of quality customer service; Responds promptly to customer needs and to requests for service and assistance; Solicits customer feedback to improve service.

**Delegation** - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.

**Dependability** - Follows instructions and responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

**Diversity** - Shows respect and sensitivity for cultural differences; Promotes and supports a harassment-free environment.

**Ethics** - Treats people with respect; Inspires the trust of others; Works ethically and with integrity; Upholds organizational values.

**Initiative** - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed.

**Innovation** - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

**Interpersonal Skills** – Focuses on cooperatively resolving conflict; Maintains confidentiality; Actively listens to others without interrupting; Conveys a positive image of the City and its services; Keeps emotions under control; Remains open to others; ideas and tries new things.

**Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

**Leadership** – Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

**Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

**Oral Communication** - Speaks clearly and persuasively; Listens and gets clarification; Responds well to questions; Participates in meetings; Demonstrates group presentation skills.

**Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

**Planning & Organizing** – Prioritizes and plans work activities; Uses time resources efficiently; Plans for additional resources; Sets goals and objectives.

**Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Uses reason even when dealing with emotional topics; Works well in group problem solving situations.

**Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of status or position; Inspires respect and trust; Accepts responsibility for own actions; Follows through on commitments.

**Project Management** – Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project activities.

**Quality Management** - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness; Applies feedback to improve performance; Monitors own work to ensure quality.

**Safety and Security** - Observes, and ensures others observe, safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses, and ensures other staff use, equipment and materials properly.

**Strategic Thinking** – Develops strategies to achieve organizational goals; Understands organization's strengths and weaknesses; Identifies external threats and opportunities; Adapts strategy to changing conditions.

**Teamwork** – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

**Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

**Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

**QUALIFICATIONS** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Considerable knowledge of the principles, practices and techniques of business and public administration. Possession of additional specialized knowledge, skills and abilities pertinent to the assignment. Considerable knowledge of the principles, practices and equipment of modern functions, policies and procedures of the department to which assigned as to how these relate to the City organization as a whole, or the ability to acquire such knowledge.

Ability to assemble, organize and present statistical, financial and factual information derived from a variety of original and secondary sources. Ability to provide effective leadership and coordination in developing solutions and recommending new techniques. Ability to establish and maintain effective working relationships with employees, officials and the general public. Ability to exercise resourcefulness, tact and perspective in developing solutions and recommending new techniques.

**EDUCATION and/or EXPERIENCE** Considerable experience of a progressively responsible nature in work involving organizational management and operations. Graduation from an accredited college or university with a Bachelor's Degree in business administration, public administration or related field. Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may substitute for the above.

**CERTIFICATES, LICENSES, REGISTRATIONS** Possession of, or the ability to secure possession of, a valid Oregon driver's license. Specific assignments may require possession of, or the ability to secure, state certification for performing assigned duties.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT** The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is frequently required to sit and use hands to finger, handle, or feel. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee must occasionally lift and/or move up to 25 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. The noise level in the work environment is usually moderate. The employee is occasionally exposed to outdoor weather

conditions. Position requires the ability to work a flexible schedule which may include evenings, weekends and holidays as well as attending out of town meetings.